

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
**(Attorney Docket No. 12658SSUS01U)**

**PATENT  
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In the Application of:  
Marcus O'Sullivan, Michael Frawley

§ Group Art Unit: 2661  
§ Examiner: Kenneth N. Vanderpuye

Serial No.: 09/748,069

Filed: December 22, 2000

For: A NETWORK SPANNING  
HETEROGENEOUS CALL CENTER  
AND METHOD OF OPERATION

**CERTIFICATE OF FILING BY FACSIMILE**

I hereby certify that this correspondence is being filed  
via Facsimile by transmitting the attached documents to  
(703) 872-9306 on November 22, 2004.

  
Bruce E. Garlick

**RESPONSE TO SECOND OFFICE ACTION**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicants hereby respond to the Office Action mailed August 24, 2004 and respectfully request consideration of the remarks made herein. Enclosed herewith is an additional Change of Correspondence Address Request. Please alter the correspondence address for this application accordingly.